



MECHANISM
OF
GRIEVANCE REDRESSAL
Of
Students and Employees
Government College Theog
Shimla

Government Degree College Theog (H.P.)

The institution has established a transparent, systematic, and responsive Grievance Redressal Mechanism to address the concerns of students and employees in a fair and timely manner.

Objectives

The **Grievance Redressal Cell** aims to promote a culture of **responsiveness, transparency, and accountability** among all stakeholders students, faculty, and non-teaching staff, to ensure a **harmonious and inclusive institutional environment**.

Specific Objectives:

- To maintain the **dignity of the institution** by fostering mutual respect and understanding among all members.
- To ensure that **ragging, discrimination, harassment, or any form of misconduct** is strictly prohibited and addressed promptly.
- To advise all members of the institution to **respect the rights and dignity** of one another and show restraint and patience in conflict situations.
- To provide **anonymous and accessible channels** (Complaint/Suggestion Box, email, and online form) for submitting grievances and constructive suggestions.
- To ensure **fair and timely resolution** of grievances through impartial hearings and appropriate action.
- To **counsel students and employees** on positive communication, conflict resolution, and professional conduct.
- To **encourage open dialogue** and ensure that no individual faces discrimination, bias, or retaliation for lodging a complaint.

Scope

The mechanism covers grievances related to:

- Academic issues (exams, evaluation, attendance, course delivery, etc.)
- Administrative matters (infrastructure, services, facilities, or rules)
- Workplace concerns (for employees) such as workload, behavior of colleagues or superiors, and working conditions
- Harassment, discrimination, or violation of code of conduct
- Any other legitimate complaint affecting the academic or work environment

Confidentiality and non-retaliation

All grievances shall be handled with **strict confidentiality** to protect the identity and interests of the complainant.

No student or employee will be subject to **victimization or retaliation** for filing a genuine complaint in good faith.

Procedure and Functioning of the Committee

- During the **Orientation Programme** and **Staff Meetings**, all students and employees are informed about the Grievance Redressal Cell, its functions, and committee members.

The aggrieved student or employee may submit the grievance through multiple channels to ensure accessibility and convenience. Complaints can be lodged through the Complaint/Suggestion Box, by sending an email to the Grievance Redressal Committee (GRC), by filling out the Online Complaint Form, or by approaching any member of the concerned committee in person.

Once received, the grievance is scrutinized and formally registered by the GRC. The committee examines the nature and validity of the complaint to ensure that it falls within the institutional framework. After registration, the grievance is classified according to its nature and referred to the appropriate body, such as the **Student/Employee Grievance Redressal Committee (SEGRC), Internal Complaints Committee (ICC), Discipline Committee, or Anti-Ragging Committee (ARC).**

The concerned committee then conducts a hearing or inquiry in a confidential, impartial, and unbiased manner **within a week**, providing a fair opportunity to all parties involved. Based on the findings of the inquiry, suitable recommendations are made, and necessary actions are taken. These recommendations are reported to the Principal or the competent authority for approval and implementation.

After the decision is finalized, the resolution is formally communicated to the aggrieved person, ensuring transparency in the process. Once the grievance is satisfactorily resolved, the case is closed, and proper records are maintained for future reference, accountability, and continuous improvement of institutional practices.

Contact Information

Email: grievancesgctheog@gmail.com

Complaint/Suggestion Box: Located at the Administrative Block

Mechanism of Grievance Redressal

Grievance Arises
(Student/Employee Issue)

Submission of Grievance
Complaint/Suggestion Box
Email to GRC
Online Complaint Form
In-person to Committee Member

Scrutiny and Registration
Complaint by GRC

Classification of Complaint
(GRC / ICC / Discipline / ARC)

Hearing / Inquiry Conducted
- Confidential & Impartial

Recommendation & Action Taken
(Reported to Principal/Authority)

Communication of Resolution to
Aggrieved Person

Grievance Resolved
Case Closed & Record Maintained

GRIEVANCE REDRESSAL

